

Desktop Support Technician - New York

Job Description

Contact:

**Submit your resume
and salary requested
to:**

Vicki Mobley
*Staff Recruiter/Benefits
Manager*
staffjobs@sgrlaw.com

Status: Full Time/Non-Exempt

Direct Report to: Support Center Manager

We have an immediate opening for a full-time Desktop Support Technician. This person will join our Atlanta IT team and provide: firm-wide phone support; local, hands-on, end-user support; and periodic on-call support. The DST will support all Firm applications with a strong emphasis on the Microsoft Office 2016 suite and iManage document management. He/she will support our PCs, laptops, and printers and will also provide setup and support for our video conferencing system. This individual must have four plus years of software and hardware support experience in a fast-paced, networked environment with a strong, multi-tasking, customer service focus and excellent communication skills. Associate degree and A+ Certification are preferred.

Primary Responsibilities:

The Desktop Support Technician is expected to provide a single point of contact for all SGR employees to report IT related questions and problems. He/she must provide first level technical support for customers in a timely, accurate, and courteous manner. Specific duties include, but are not limited to:

- Provide courteous and effective technical support for customers who have questions or problems relating to the SGR computer and telephone systems
- Provide management escalation and customer notification of IT problems as needed
- Develop and maintain an expert knowledge of all aspects of the SGR IT environment
- Ensure that all Help calls received are resolved to the customer's satisfaction
- Accurately and extensively document all Help calls via Track-it Database
- Relocation of existing equipment to support user moves and installation of equipment for new users
- Maintain an inventory of all SGR's production computer hardware
- Setup and support of the Firm video conferencing system
- Provide on-call technical support and resolution after hours - on-call includes nights, weekends, and holidays
- Report observed problem trends or common user frustrations to superviso
- Deploy, support and trouble-shoot Firm hardware, including but not limited to PCs, Laptops and Printers

- Perform other departmental duties as required by supervisor in support of the IT department

This individual must have an understanding of network LANs and WANs in a Microsoft environment. Requirements include hands-on experience with support of the Firm's Document Management System and the Microsoft Office suite and experience in a Help Desk environment.

Employment Standards:

General Knowledge and Abilities:

- Strong organizational skills
- Strong attention to detail
- Strong trouble-shooting skills
- Superior customer service skills and end-user empathy
- Good communication skills including the ability to listen, understand, and communicate with end users as well as supervisors and Firm management
- Excellent problem solving ability
- Quick and willing learner of new and updated systems, procedures and software applications
- Works well with staff, attorneys and management, as well as peers and clients
- Demonstrates ability to further education and skill level by attending and participating in seminars, reading technical journals and bulletins, and taking continuing education classes

Education and Skills:

- High School diploma (Associate degree preferred)
- Technical training in network LANs and WANs, plus desktop systems diagnostics, maintenance and repair
- Four years of hands-on desktop support experience
- Law Firm Experience a plus

Physical Requirements:

- Must be able to lift and move equipment during installation and maintenance.